City of San José
CLASS SPECIFICATION

TITLE: Network Technician I (1324)
Network Technician I PT (1325)
Network Technician I C (8551)
Network Technician I C PT (8552)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Information Technology and Other Departments, as required	Varies	Non-exempt

CLASS SUMMARY
Performs fundamental technical work to provide desktop, server or network support to end users. Daily tasks include basic technical troubleshooting using established tools, including service contracts, reference materials, remote administration and performance monitors. Projects include installation, configuration and maintenance of hardware and software related to desktop, server or network operations. Complex issues are usually elevated to a Network Technician II or Network Engineer for resolution.

DISTINGUISHING CHARACTERISTICS
This is the first of three levels in the Network series. This class differs from the Network Technician II in that incumbents of the latter perform work requiring a higher level of skill, responsibility and expertise with less supervision. Differs from the Systems Application Programmer series in that the latter series performs programming analytic work on an ongoing basis.

QUALIFICATIONS

Minimum Qualifications

Education and Experience
Two years of college, with courses in Business Administration, Public Administration, Computer Technology, or a closely related field and one year experience performing computer-related work such as computer repair, technical troubleshooting, application support or related duties.

Required Licensing (such as driver's license, certifications, etc.)
- Possession of a valid driver's license.

Other Qualifications
(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Knowledge, Skills and Abilities

- Knowledge of current trends and techniques of office automation and LAN/WAN technologies.

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- Ability to think logically and follow detailed instructions.
- Ability to communicate at the appropriate technical level both orally and in writing for various audiences.
- Ability to establish and maintain effective working relationships with others.

Desirable Qualifications
(Knowledge, skills and abilities; licenses, certificates, education, experience that is more position specific and/or likely to contribute to more successful job performance.)

- Bachelor's degree from an accredited college or university in Business Administration, Public Administration, Computer Technology or a closely related field.
- Knowledge of theory and implementation practices of local area network and wide area networks.
- Knowledge of network management principles and practices.
- Knowledge of data communication principles.
- Knowledge of the internet and internet routing.
- Knowledge of SNMP and its application to large networks.
- Knowledge of Voice over IP equipment and support methods.
- Knowledge of routers and switches.
- Knowledge of specific departmental systems programs and equipment and systems applications.
- Expertise in supporting desktop operating systems.
- Expertise in supporting common office applications.
- Expertise in networking protocols and their implementation in enterprise networks and applications.
- Ability to assist other employees in technical and procedural activities.
- Ability to perform troubleshooting and simple repairs.

DUTY NO.	**TYPICAL CLASS ESSENTIAL DUTIES:** (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Installs routine desktop software and upgrades.	Continuous
2.	Assembles, tests and delivers equipment such as computers, laptops and/or peripherals to end users and other City locations. Retrieves surplus equipment.	Frequent
3.	Installs and maintains working order for hardware such as CPUs, monitors, printers, mice, scanners, personal digital assistants (PDAs), etc.	Frequent

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DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
4.	Provides client operating systems support for systems such as Windows 2000/XP/2003 by resolving issues that are usually clearly documented in the technical reference material or on the support website.	Occasional
5.	Provides basic functional support for applications such as Microsoft Office, Adobe Photoshop, FileMaker Pro, Win2Data, Adobe Acrobat, etc. Basic functional support may include tasks such as setting up personal folders in Outlook, assisting with a document conversion in Acrobat or troubleshooting network connections to a shared database.	Continuous
6.	Configures desktop/laptop operating systems and software for the purpose of deployment for new users.	Continuous
7.	Configures network printers and print queues and installs print drivers.	Occasional
8.	Makes computers accessible to the network by resolving routine desktop connectivity problems (such as cable not connected to the proper data port or incorrect network settings in operating system).	Frequent
9.	Creates new user accounts or mailboxes but does not resolve problems with existing accounts.	Occasional
10.	Resets passwords for network, timecard entry, eWay and more.	Continuous
11.	Provides routine LAN (local area network), WAN (wide area network) and RAS (remote access server) network installations (such as putting switches and servers using specific instructions) and troubleshooting for users.	Occasional
12.	Adds, deletes and modifies permissions to network share folders for users.	Frequent
13.	Monitors system performance, based on documented criteria, for availability and capacity.	Frequently
14.	Performs scheduled backups on servers, maintaining the tape rotation order and backup schedule. May use a tape autoloader.	Continuous
15.	Performs backup tape restores when directed to do so by supervisor or manager.	As required
16.	Performs other duties of a similar nature or level.	As required

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*Frequency defined as %, (totaling 100%) <u>or</u> "Continuous" (daily or approximately 20%+), "Frequent"(weekly or approximately 15%+), "Occasional"(monthly or approximately 10%+), "As Required"(Intermittent or 5% or less)

CLASSIFICATION HISTORY (11/96), (Rev. 6/97), (Rev. 11/97) (Rev. 6/06)